



Digital Color Printer AS-950C, HJ950C, Mach 5 Service Webinar (Q&A Session)

NOTE: As a prerequisite to this webinar you should have reviewed the Digital Color Printer Service Videos, Service Guide and Operator's Guide.

Introduction

Hello from the “Oaks Competency Center”

AKA: Neopost USA Addressing Group; Rena Systems Inc.

We are responsible for the sale and support for all addressing, labeling and tabbing products. We are located in Oaks, PA (closest major city is Philadelphia).

Thanks for taking the time to join our webinar.



Keith Wisham – Manager of Technical Services – Addressing Solutions

- Direct: 610-650-9170 x 103
kwisham@neopost.com
- Tier II Tech Questions: 800-259-2678 (press 6)
Choose 1 Dealer, or 2 Branch. Then press 3.
- Main Responsibilities:
 - Managing Service Department
 - Product Engineering
 - Answering Tier II Tech Support Calls
 - Updating Support Documentation

House Rules

- Upon logging in please put your phone on mute so we will not hear background noise (e.g. *6). DO NOT put the phone on hold or we will hear the hold music.
- Please save your questions until the end when we will begin answering them one at a time.
- Be courteous to other participants so everyone can benefit from the session.



Purpose



- To introduce the Digital Color Printer (AS-950C, HJ950C, Mach 5).
- Highlight some important information about the Digital Color Printer.
- Answer any questions you may have, regarding the material covered in this webinar, in the Digital Color Printer Service Videos and Manuals.

NOTE: As a prerequisite to this webinar you should have reviewed the Digital Color Printer Service Videos, Service Guide and Operator's Guide.

Agenda



- Overview of Digital Color Printer
- Highlight some “Additional Details”
- Top 5 Issues/Solutions
- Q&A session

Product Overview

Specifications



Digital Color Printer

- Prints Full Process Color at high speed
- Max Prints area 8.5" wide x 17" long
- Max Media size: 9.5" wide x 17" long
- Max Thickness: 0.02" (0.5 mm)
- Print resolution up to 1600 x 1600 dpi
- Memjet® Printhead contains over 70,000 nozzles. Ten rows of ~7,000 nozzles (two rows for each color channel). Five color channels.

Branding:

Neopost AS-950C

Hasler HJ950C

RENA Systems MACH 5



Product Overview

Supplies & Accessories

Proprietary Supplies

Five 250 ML Ink Tanks:

Cyan, Magenta, Yellow & Two Black

One Printhead:

Provides 8.5" wide x 17" long print area.



Productivity Accessories

HJ/AS-CSD3 Conveyor:

Three-foot Conveyor & Riser Feet included in S-package.

HJ/AS-ID7C Dryer:

700 Watt add-on for conveyor



Product Overview

Applications



Some of the direct mail pieces created and addressed with the digital color printer in one pass:

- Regular or Windowed Envelopes (#9, #10)
- Standard and Oversized Postcards
- 8½" x 11" or 8½" x 14" Sheets - Full Bleed
- Folded Self-Mailers
- 6" x 9" Envelopes
- 9" x 12" Flats



LETTERS



TRANSPROMO



LABELS



ENVELOPES

Product Overview

Approximate Ink and Printhead Yield

IMPORTANT! The following information is only valid if you are printing the exact image shown below, on a #10 envelope. The only way to get an approximation of ink yield, for a particular application, is to run the application and calculate the yield.



10 Envelope
Normal Quality, 12 ips (1600 x 800 DPI)

Envelopes Printed	1,200,000
Black Ink Tanks* (K)	3 (approximate retail cost \$555 @ \$185 per tank)
Color Ink Tanks* (CYM)	6 (approximate retail cost \$1,170 @ \$195 per tank)
Printheads**	8 (approximate retail cost \$2,360 @ \$295 per tank)
~Total Cost = \$4,085 (~3.4 cents per 1000 pieces)	

* Based on the #10 envelope image and settings shown above.

** Based on a life expectancy of 150,000 pieces per printhead. Printhead life expectancy can vary greatly; based on the size of the media, the amount of ink being sprayed (coverage) and the quality of printhead maintenance.



Additional Details



- Recommended Troubleshooting Supplies.
- Where to locate Documentation and Drivers.
- Installation and Customer Training Check Lists
- Connecting to a Network

Additional Details

Recommended Troubleshooting Supplies

Items the technician should have available to them for an install or service call (in addition to standard tools):

- A box or ream of “inkjet suitable” media.
- “Known good” set of Ink Tanks (Cyan M5C250-N, Magenta M5M250-N, Yellow M5Y250-N, Black M5K250-N, Black M5K250-N);
- “Known good” Printhead Cartridge (M5PRINT-N)
- Lint-free cloths
- Distilled or Deionized water
- Computer (Win XP, Vista, Win 7, with USB 2.0 port) and USB cable.
It would be best if the computer system has been previously interfaced and tested with AS-950C. That way you will have documents or jobs already setup to test with printer, drivers loaded, toolbox loaded.
- Operations CD (contains printer software, drivers, operators guide, etc...)
- Service Manual
- Parts Manual; when available.
- Access to internet.

Note: Part numbers, shown above (with “-N”), are for Neopost.
Remove “-N” for Rena Systems. Add “-H” for Hasler.



Additional Details



Where to locate Documents/Drivers




- Documents and software (drivers, toolbox utility, firmware) for the Digital Color Printer are located on the Neopost Knowledgebase. Click on the AS-950C icon.
- Parts guide is not available at this time, but the “Recommended Spare Parts” list will provide you with common items.
Parts Guide will be posted once available.

Rena Systems Dealers: The above items are available from the “Dealer Net” area of the Rena Systems website (www.renausa.com).

Check List (installation)



HJ/AS-950C Field Installation Checklist

Technicians Name: _____ Date: _____

Printer Model: _____ Serial Number: _____

Conveyor Model: _____ Serial Number: _____

Customer's Business Name: _____

Items to Bring for Install/Testing at Customer's Location

- ☐ A tool kit that includes philips-head screw drivers and "standard" allen wrenches.
- ☐ A "known good" test system (laptop computer, software, printer driver, cable). System should have been tested with same printer model before arriving at customer's location.
- ☐ A USB cable.
- ☐ A spare set of "known good" ink tanks (pre-tested or new).
- ☐ A spare or "known good" printhead cartridge (pre-tested or new).
- ☐ Inkjet suitable test material. A box of #10 envelopes or a ream of 20# copy paper.
- ☐ Verify that you have access to the printer manuals (operations, parts, service).
- ☐ Verify that you have access to the printer software file (drivers, toolbox utility).
- ☐ Canned Air (compressed air, for clearing dust from printer and sensors)
- ☐ Cartridge wipes (lint-free, non-abrasive cloth)
- ☐ Deionized or Distilled water (used in conjunction with wipes for installing and cleaning printhead)
- ☐ Carpenters Level (at least 18" or longer). VERY IMPORTANT!

Unpack, Inspect, Attach Accessories



Printer

- ☐ Unpack the printer and visually inspect for damage. Report damage immediately to carrier.
- ☐ Ask customer to save packing material or bring it back to shop with you.
- ☐ Verify all accessories are present. Reference operations guide. Report any missing items or issues to Customer Care; immediately.
- ☐ Choose a suitable location for the printer. It must be placed on a sturdy, level, work table. Not in direct sunlight.
- ☐ Attach accessories, as needed, to printer (side guides, rear paper support, etc..)
- ☐ Connect power to printer.
- ☐ Install Printer software (driver and toolbox utility). Refer to operator's guide for details.
- ☐ Install ink tanks and printhead as outlined in operator's guide.
- ☐ Adjust printer to accept sheets of 20lb paper or #10 envelopes.
- ☐ Perform "paper feed" test (hold down PAPER for 4 seconds) on printer to verify proper adjustment.

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Field Technician Installation Checklist_HJ_AS-950C_6-24-11.doc

Unpack, Inspect, Attach Accessories (continued)

Conveyor (if applicable)

- ☐ Unpack the conveyor and visually inspect for damage. Report damage immediately to carrier.
- ☐ Ask customer to save packing material or bring it back to shop with you.
- ☐ Verify all accessories are present. Reference operations guide. Report any missing items or issues to Customer Care; immediately.
- ☐ Install riser feet (if applicable).
- ☐ Attach accessories (back-stop, catch tray, etc..) onto conveyor stacker.
- ☐ Position conveyor at exit end of printer and adjust rollers for media length.
- ☐ Connect power to conveyor.
- ☐ Turn on conveyor and test for proper operation.

Customer's PC Communication Test

- ☐ Print a "driver test page" from the printer driver to verify proper communication.
- ☐ If applicable; load Satori Bulk Mailer onto customer's PC and test printer using Bulk Mailer.

Perform Customer Training as outlined in "Customer Training Checklist"

- ☐ OK

Comments:

Technician's Signature: _____ Date: _____




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Field Technician Installation Checklist_HJ_AS-950C_6-24-11.doc

This document can be obtained from the Neopost knowledgebase (See "Checklist" Icon)

Check List (customer training)

HJ/AS-950C Customer Training Checklist

Technicians Name: _____ Date: _____

Model (circle): AS-950C or HJ950C Serial Number: _____

Business Name: _____

Address: _____

Phone Number: _____

Operator(s) Name: _____

Power

- ☐ Show where main power switch is located and explain when to use. (Don't turn off unless you are not going to use for a few days).
- ☐ Show where ON/OFF (soft power) button is located and explain use (standby mode). Don't power off if you plan to use again soon. Printer will intermittently run routines to help keep printhead ready for printing.
- ☐ Show how to properly shut-down the printer and explain why this is important.

How to use Toolbox and Driver features

- ☐ Point out how to open and use Toolbox features
- ☐ Point out how to open and use M Series Driver features; especially the service tab features.

Printhead Cartridge

- ☐ Point out where printhead cartridge is located
- ☐ Show how to properly install/remove the printhead cartridge.

Ink Tanks

- ☐ Point out where the Ink Tanks are located (how to access)
- ☐ Show how to properly install/remove Ink Tanks. Best to power down before exchanging.
- ☐ Show how to monitor Ink Tank levels (toolbox).



Media Feed Setup

- ☐ Show how to adjust the sheet separators
- ☐ Show how to reposition the media registration side guide to accommodate media width.
- ☐ Show how to reposition the adjustable media side guide to accommodate media width.
- ☐ Show how to adjust the rear paper support and paper support wedge.
- ☐ Selecting and installing proper paper support wedge.
- ☐ Show how to load hopper with media (fan pieces)

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Customer Training Checklist_HJ_AS-950C_6-24-11.doc

Accessing Media Jams

- ☐ Show how to remove and reinstall the antistatic brush assembly.
- ☐ Show how to unlatch top section of print engine and lift to clear media from printer.

Printing from MS-Word or Bulk Mailer

- ☐ Show how to setup job to print from MS-Word (2003 or earlier) or Bulk Mailer
- ☐ Show how to pause the job (Best to remove media from hopper and allow printer to finish printing and time-out (out of paper). If you use PAUSE button you will lose record being printed at that time. Show condition in Toolbox.
- ☐ Show how to resume printing after a pause, out of paper condition. Show conditions in toolbox.
- ☐ Show how to pause and cancel a print job (press pause, wait until printer stops, then press cancel. May need to manually clear data from computer's print queue.

Customer Maintenance

- ☐ Explain error indicators (light conditions). Refer to "Status Light Indicators" in operator's guide.
- ☐ Point out Troubleshooting section in operator's guide.
- ☐ Show how to clean rubber rollers. What cleaning products to use.
- ☐ Show how to clean ink and dust from printer, including table top and sensor.
- ☐ Explain how to clean body of printer.

How to obtain Manuals, Drivers, Service and Supplies

- ☐ How to access knowledgebase to obtain manuals and printer drivers
- ☐ Leave customer with service support contact information
- ☐ How to create a NeoShop account
- ☐ How to order supplies through NeoShop
- ☐ Make sure they have part #'s for supplies (see operator's guide).

Comments:

Operator's Signature: _____

Date: _____

Technician's Signature: _____

Date: _____

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Customer Training Checklist_HJ_AS-950C_6-24-11.doc

This document can be obtained from the Neopost knowledgebase (See "Checklist" Icon)

Additional Details

Connecting to a Network



Yes, it is possible to connecting the Digital Color Printer to a Network via the Ethernet port.

- Currently the Internal Printer Network Settings are not easily accessible. No selection from current Toolbox utility screen.
- There is a “back-door” method to accessing the internal printer network settings. Detailed instructions can be found on the Knowledgebase, under the “Install” icon.

Rena Systems Dealers: The above information is available from the “Dealer Net” area of the Rena Systems website (www.renausa.com).

Top 5 Issues/Solutions



1. Printhead Won't Prime
2. Tilt Error
3. Horizontal Black Lines (bars) printing down length of image.
4. How to reduce Print Quality Issues
5. How to control Colors/Contrast

Top 5 Issues/Solutions

Printhead won't Prime



- You need to wet the printhead nozzle surface with distilled water, just before installing; to create a temporary water seal.
- Still won't Prime:
 - Are all five Ink Tanks installed and recognized?
 - Is there enough ink available to prime the system? Ink Tanks must be over 30% full.
 - Check for pinched ink color tubes. Improper install of Antistatic Brush Assembly may be pinching tubes.
 - Possible problem with Ink Tank(s). Try swapping Ink Tank(s).
 - Possible clog in Printhead Cartridge. Try swapping Printhead Cartridge.



Top 5 Issues/Solutions

Tilt Error



- Make sure printer is on a Sturdy, Level table!!
- If just powered on, let the printer sit for about 15 minutes. Let accelerometers (tilt sensors) settle.
- If you still can't clear error:
 - Verify table is level.
 - Open the Toolbox utilities "Service Menus"
PW: servicepw
Click on "Printer Maint Config".
Click on the "Zero Tilt Sensor" button.

Top 5 Issues/Solutions

Horizontal Black Lines



Example: # 10 Envelope (fed flap first). Page width was set to 9.5".

This issue is caused by exceeding the maximum page width of 8.5". To avoid this issue:

- Set page width in software to 8.5" wide (maximum).
- Set form size in M Series Driver to 8.5" wide (max).

Example: If printing on #10, feeding flap first, page size in software and driver would be set to 8.5" wide by 4.13" high.

Top 5 Issues/Solutions

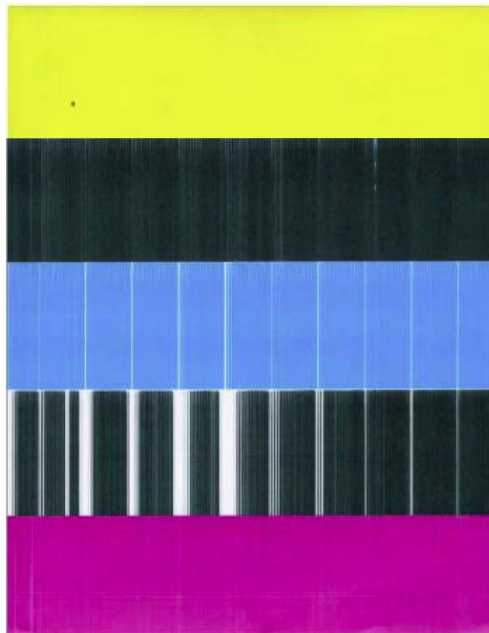
Reducing Print Quality Issues

Common Print Quality Issues:

- Color Mixing – cross channel contamination; resulting in mixed/muddy colors.
- Dehydrated/Clogged nozzles; resulting in crisp lines of missing color.
- Air in printhead nozzle area; resulting in jagged lines of missing color.



Color Mixing



Dehydrated/Clogged Nozzles



Air in Printhead Nozzles

A similar test-image can be printed using the “Print Demo Page” button, located in the M Series Driver under the Services tab.



Top 5 Issues/Solutions

Reducing Print Quality Issues (continued)



- Leave the Print Engine Powered-UP.
To reduce imaging issues; it is best to allow the print engine to remain powered-up, when not being used. Even when the printer is in the “stand-by” state, it will continue to run routine maintenance on the printhead and ink system.
- Run the “Printhead Cartridge Conditioning” routines after installing printhead.
- Run User Level Maintenance routines from driver.
- Use an “inkjet suitable” media.
- Clean the Service Station and its components.
- Don’t tilt the print-engine to an angle greater than 60°

Top 5 Issues/Solutions

Controlling Colors/Contrast

- There are two printer driver features that will effect ink saturation levels and print resolution. Which in-turn can effect image colors.
 - Print Quality (driver: 6 ips, 12 ips)
 - Media Type (driver). Changes ink saturation based on the “type of media” selected.

Other Possible Color Control Options:

- Change the media. The type of media you print on will have a huge impact on color and print quality. Make a test comparison using inkjet suitable media.
- Manipulate the original artwork with desktop publishing or graphic design software.



Q & A

It's time to answer your questions regarding material contained in this webinar, the service videos, service guide and operator's guide.

Please click on the “Raise Hand” button and I will call on you, one at a time.

Don't forget to take yourself off “mute” when you are selected and put yourself back on “mute” when finished.

NOTE: I will not be responding to Chat messages, so please don't use this feature.

THANK YOU
for Attending